

ABSTRACT OF THE DISCLOSURE

Apparatus and accompanying methods for use  
therein for implementing an integrated, virtual office  
user environment, through an office server(s), through  
which a remotely stationed user can access typical office  
5 network-based applications, including e-mail, file  
sharing and hosted thin-client programs, through a  
remotely located network, e.g., WAN, connected web  
browser. Specifically, a front end, namely a service  
enablement platform (SEP), to one or more office servers  
10 on a LAN is connected to both the WAN and LAN and acts  
both as a bridge between the user and his(her) office  
applications and as a protocol translator to enable  
bi-directional, web-based, real-time communication to  
occur between the browser and each such application. The  
15 SEP translates user input originating from the browser  
into application-specific protocols and applies a result  
to a corresponding office application server. The SEP  
monitors operational status of its connections and  
associated office servers. If a fault is detected, the  
20 SEP generates a corresponding alarm and reports it,  
through a web-based connection, to a centralized  
administrative web site. A customized configuration  
profile for each SEP, based on its expected network and  
operational environment, can be established for that SEP  
25 and stored on that site and subsequently downloaded to  
that SEP during its initial installation, thereby  
simplifying provisioning of the SEP. During initial

operation, the SEP, operating under a default profile, establishes, over an analog connection to the WAN, a management session with the site to obtain customer WAN access information, then tears down the analog connection 5 and establishes a broadband WAN connection through which the SEP re-establishes its prior session and obtains a client certificate and its customized profile. The SEP then re-initializes itself to that particular profile.

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